

Bihar University of Health Sciences, Patna, Bihar

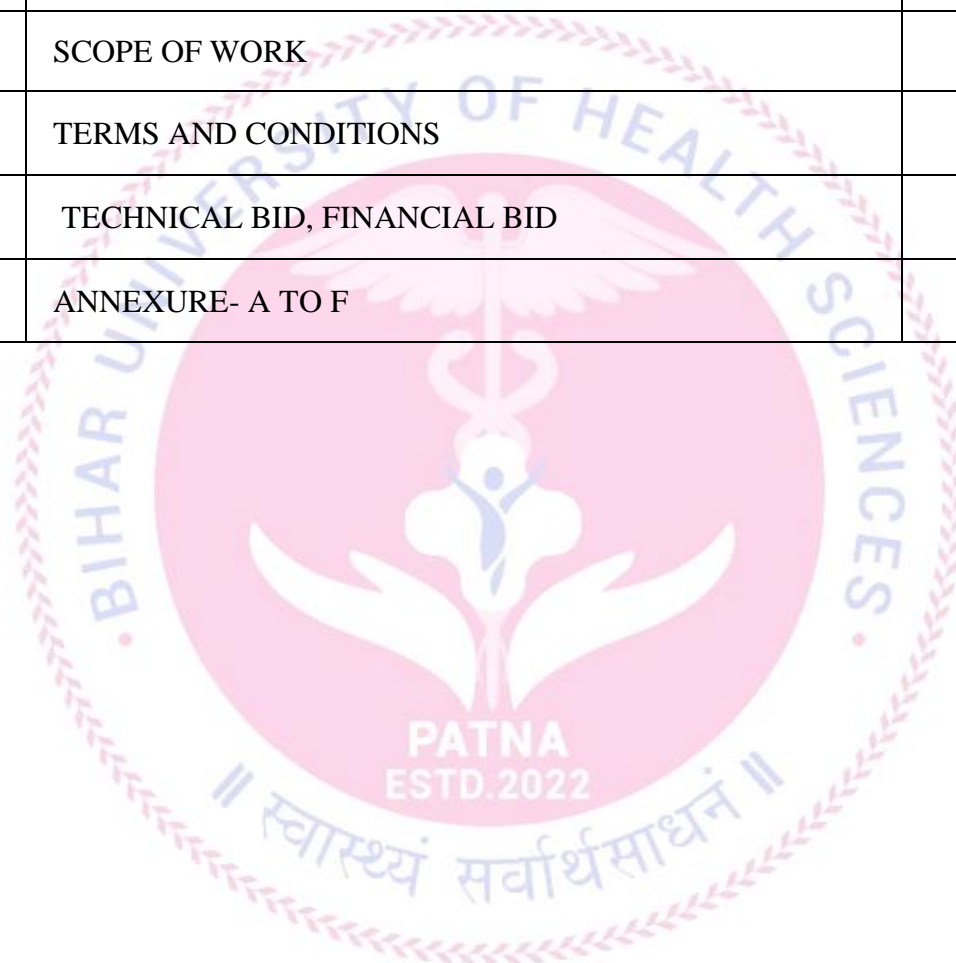


Tender document

For the Selection of a Service Provider for Online Admission and Registration Management Pre & Post Examination Work, Digital Scanning, e-Evaluation, Result Processing and Printing Works for Diploma, and Certificate Courses.

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SECTION I
INVITATION FOR TENDER

Tender Notice no.- Exam-I-4083/2024-605

Date-24/10/2024

Online Admission and Registration, Pre & Post Examination Work, Digital Scanning, e-Evaluation,
Result Processing and Confidential Printing Works

The Registrar, Bihar University of Health Sciences invites bids from eligible bidders for Online Admission and Registration, Pre & Post Examination Work, Digital Scanning and E-Evaluation and Result Processing pertaining to its Diploma and Certificate courses only. Interested eligible Bidders may obtain further information from the **University office**.

1. All bids must be accompanied by an EMD and Tender Fee as specified in the bid document and must be delivered to the office address mentioned below by the date and time indicated below.
2. Bids will be opened in the presence of Bidder's representatives who choose to attend on the specified date and time.

Estimated cost of the Tender (non-refundable)	Rs. 5000/- (Five Thousand Only) through D.D. in favor of The Registrar, Bihar University of Health Sciences, Patna.
EMD	Rs. 200000/- (Two Lakh Only) through D.D. in favor of The Registrar, Bihar University of Health Sciences, Patna.

I	Date of publication	
II	Date of downloading tender document	29-10-2024 to 16-11-2024
III	Last Date of submission of tender	18-11-2024 Till 04:00 PM
IV	Pre Bid Meeting	04-11-2024 12:30 PM At- "Bihar University of Health Sciences, 2 nd floor, Examination Block, Aryabhata Knowledge University Campus, Mithapur, Patna, Bihar- 800001" Or By mail on Email ID- coebuhs-bih@gov.in or registrarbuhs-bih@gov.in
V	Opening of Technical Bid	19-11-2024 12:00 PM
VI	Technical Presentation	
VII	Opening of Financial Bid of only eligible technically qualified bidder.	To be informed after checking the eligibility of Bidder
VIII	Address for communication	"Bihar University of Health Sciences, 2 nd floor, Examination Block, Aryabhata Knowledge University Campus, Mithapur, Patna, Bihar- 800001" Email ID- coebuhs-bih@gov.in or registrarbuhs-bih@gov.in

Tender Documents/ Bids only submitted in office of The Registrar, Bihar University of Health Sciences, Patna.

Examination Controller
Bihar University of Health Sciences, Patna

SECTION II

Eligibility Criteria:

- 1- The bidder should be a registered Company/Partnership firm/ Trust/Society/ Association of Persons in India.
- 2- The bidder's Annual Turnover during each of the last three financial years respectively should not be less than **200** lakhs in India.
- 3- The Bidder must have minimum 2 years' experience in Online Admission and Registration, Pre & Post Examination Work, Digital Scanning and e-Evaluation and Result Processing work or in UMIS (University Management Information System) services for any state/central/ Private university or Any central/State/Cooperative organization in last three years.
- 4- The bidder should have experience of OMR Scanning of more than 1 lac students in last 3 years and minimum of 70000 OMR answer sheet in a single shift held in a single day.
- 5- The Bidder has to attach **audited balance sheets** and profit and loss account statements. Details of annual turnover should also be duly certified by the statutory auditor (Amount Exclusive of GST will be considered for evaluation). Details of the annual turnover and the Ratio of profit after tax to Turnover should also be furnished as per format given in this tender (Annexure - A), duly certified by a practicing CA.
- 6- The Bidder shall have an independent office set up in Bihar, to facilitate contact throughout the entire duration of the contract period. Bidder must indicate complete details of office facilities in the techno-commercial bid (Copy of the rent agreement to be shared in the technical bid).

OR

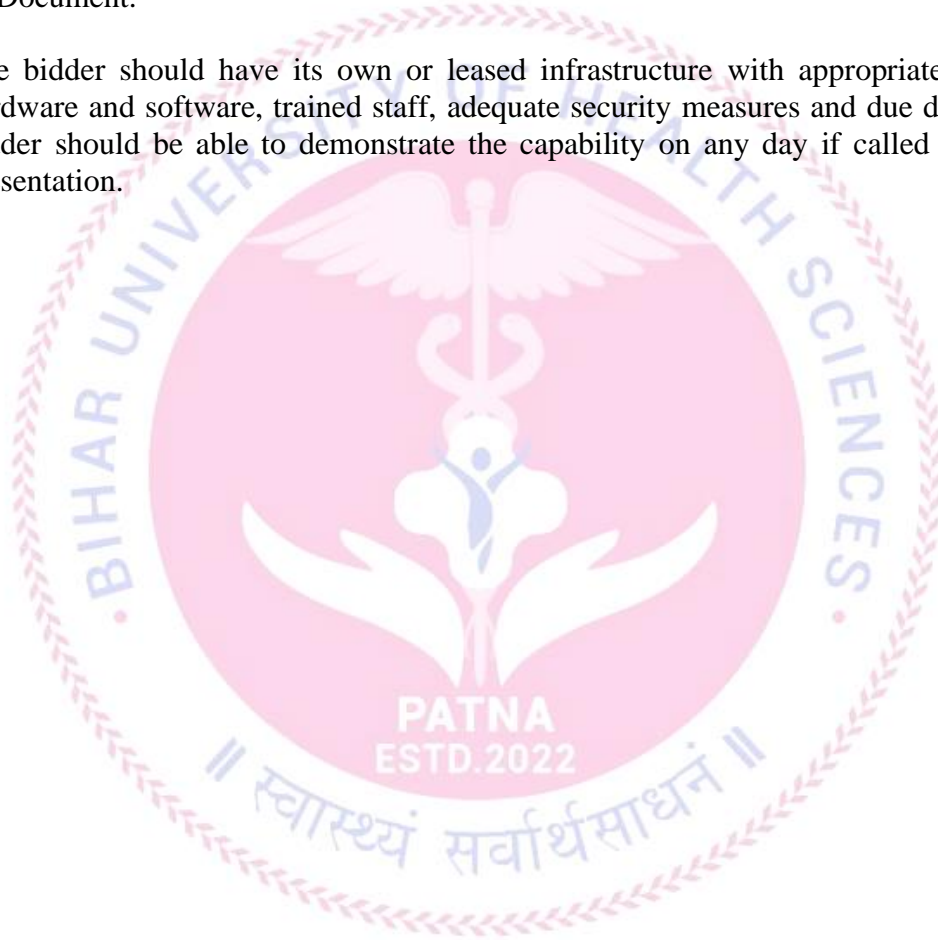
In case the Bidder is not having an office currently in Bihar it must give an undertaking (As per Annexure-F) to start an office in Patna within 15 days from the date of award of contract.”

- 7- The Bidder must not have been **debarred/ blacklisted** currently or on any previous occasion by any of the Central/State Departments /Institutions/Local Bodies/Municipalities/ PSU /Public Sector Banks/Public Limited Company/Autonomous bodies. An affidavit on **Rs 1000/- Non-Judicial stamp paper duly notarized shall be enclosed with the technical bid to that effect.**
- 8- An affidavit duly certified by a notary that there are **no ongoing criminal case/vigilance enquiry/labour disputes** against the Firm/ Partners/Proprietor/Society /Director of the company and he /she has never been convicted or punished by any Hon'ble court of law.
- 9- The Bidder should own the complete source code of the software being used for conducting the Digital Evaluation System.
- 10- The bidder must have own / third party Tier III or above Data Centre for Data Security and application hosting. The Data Center should be located in India.
- 11- The bidder should have Technical and Administrative employees on his pay roll.

- 12- The bidder should be registered with the following Government Bodies/Institutions and should have
- Pan Card Number under the Income Tax Act
 - GSTN Registration Certificate
 - ITR for last three financial years. FY 2021-22, 2022-23 & 2023-24
 - Valid ISO certification for quality service i.e. ISO 9001:2008/ ISO 9001:2015/ ISO 27001:2013 and CMMI Level 3 Certification or CMMI Level 5 Certification.
 - GST Return (GSTR-1) 1 filed for last 12 months from the date of publication of tender

Note- Bidder must submit the duly certified valid copies of each above mention Document.

- 13- The bidder should have its own or leased infrastructure with appropriate technology, hardware and software, trained staff, adequate security measures and due diligence. The bidder should be able to demonstrate the capability on any day if called for technical presentation.



SECTION III

Earnest Money Deposit

1. The bidder shall be required to submit the **Earnest Money Deposit (EMD)** of **Rs. 200000/- (Two Lakh only)** by way of demand drafts only. The demand drafts shall be drawn in favor of **“The Registrar, Bihar University of Health Sciences, Patna.”** payable at Patna. The EMD of the successful bidder shall be returned after the successful submission of Bank Guarantee/ Security Deposit and for unsuccessful bidder(s), it would be returned after award of the contract. The demand drafts for EMD must deliver to the Bihar University of Health Sciences, Patna, on or before last date/time of Bid Submission.
2. No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the BIHAR UNIVERSITY OF HEALTH SCIENCES, Patna, Bihar in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case, the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
3. No claim shall lie against the BIHAR UNIVERSITY OF HEALTH SCIENCES, Patna, Bihar in respect of erosion in the value or interest on the amount of EMD.
4. The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.
5. The Firm who are registered with National Small Industries Corporation (NSIC) or Small Scale Industries (SSI) or MSME are **exempted to submit the EMD** (Copy of registration must be provide along with the technical bid).
6. Tenders without Earnest Money will be summarily rejected unless they are registered with National Small Industries Corporation (NSIC) or Small Scale Industries (SSI) or MSME are exempted to submit the EMD.
7. The EMD, in case of unsuccessful Bidders shall be retained by BIHAR UNIVERSITY OF HEALTH SCIENCES, Patna, Bihar, till the finalization of the tender. No interest will be payable by BIHAR UNIVERSITY OF HEALTH SCIENCES, Patna, Bihar, on the EMD.
8. EMD should remain valid for a period of **90 days** beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.
9. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.

Performance Security Deposit: -

1. Successful bidder/firm should submit performance security as prescribed in favor of “The Registrar, BIHAR UNIVERSITY OF HEALTH SCIENCES, Patna, Bihar” and to be received in the Administrative Office, before the date of commencement of services or 30 days from the date of acceptance of the purchase/work order, whichever is earlier. The performance security deposit to be furnished in the form of DD/FDR/BG for an amount covering 5% of the contract value.
2. The Performance Security should be established in favor of “**The Registrar, BIHAR UNIVERSITY OF HEALTH SCIENCES, Patna, Bihar**” through any Schedule Bank with a clause to enforce the same on their local branch at Patna.
3. Extension of time for submission of Performance Security beyond 30 days and upto 60 days before the date of commencement of services or from the date of acceptance of the purchase order, whichever is earlier may be given by the competent authority, however a penal interest of 15% per annum shall be charged for the delay beyond 30 days, i.e.31st day. In case of the successful Bidder fails to submit the requisite Performance Security even after 60 days, the contract shall be terminated duly forfeiting the EMD and other dues, if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Guarantee Bond is mandatory.
4. Validity of the performance security shall be for a period of 90 days beyond of entire contract period from the date of issue of work order.
5. Performance Security will be forfeited and credited to the institute (Bihar University of Health Sciences, Patna) in the event the supplier does not honor the warranty/contract and other terms and conditions of the tender.

Tender Fee: -

The bidder shall be required to submit the **Tender Fee** (Non Refundable) of **Rs. 5000/- (Five Thousand only)** by way of demand drafts only. The demand drafts shall be drawn in favor of “**The Registrar, Bihar University of Health Sciences, Patna.**” payable at Patna.

SECTION IV

SCOPE OF WORK

The Scope of Work is divided into the following broad categories:

1. Admission Management
2. Student Registration module with Eligibility, Migration, Transcript etc.
3. Course Management
 - i. Diploma Course
 - ii. Para Medical Courses
 - iii. Certificate Courses
4. Examination Management in accordance with concerned Apex Body
5. Teacher's Information Module.
6. Student self-service portal
7. Digital Scanning of answer sheets and Evaluation System
8. Result processing
9. Mark sheet and Degree/ Certificate Supply and Printing

Functional Requirements: -

1. Admission Management

Online Registration - Prospective Students register for programs and uploading students credentials based on which admission management process is triggered.

2. Student Registration Module with Eligibility, Migration and Transcripts

a. Eligibility Module

Set eligibility process in the system. Check login credentials of the Academic section if OK allows access to the system. Steps to set the process are:

1. Enter details from the provisional eligibility form filled by a particular student in the system.
2. Accept and validate the data.
3. Devise the numbering system for eligibility case number.
4. Design the eligibility certificate.
5. On validation print and issue eligibility certificate
6. Confirmation of Eligibility
7. Issue final confirmation of admission (Link to declaration of results i.e. Withhold the result if not confirmed)
8. Save data into database.

b. Registration Module

Set enrolment process in the system. Check login credentials of Academic section if OK allows

access to system. Steps to set the process are:

1. Get the application form filled by the student from respective college.
2. Enter details from the application form into the system.
3. Accept the data. System should implicitly check for the re-registration cases.
4. Devise the numbering system for issuing registration number.
5. Design the registration card.
6. On validation print and issue registration card.
7. Save the data into database.
8. In addition, design and maintain student register

c. Migration

Set Migration process in the system. Check login credentials of Academic section if OK allows access to the system. Steps to set the process are:

1. Get the migration form duly filled by the student.
2. Enter details from the application form into the system.
3. Accept and validate the data. System should implicitly check the passing records of the respective student & confirmation of Admission / Eligibility.
4. Design the migration certificate.
5. On validation print and issue migration certificate.
6. Save the data into database.
7. In addition, provision should be made to issue duplicate migration certificate+

d. Transcripts/Mark sheet

Set Transcript process in the system. Check login credentials of Academic section if OK allows access to system. Steps to set the process are:

1. Get the transcript form duly filled by the student.
2. Enter details from the application form into the system.
3. Accept and validate the data.
4. Design the transcript certificate.
5. On validation print transcript certificate.

3. Course Management (Paramedical/Diploma/ Certificate etc.)

All the prerequisite transactions shall be done by system administrator before academic and examination section utilizes the system. Check login credential of system administrator if OK allows access to system. The list of events to be executed by Administrator is:

1. Academic Calendar for all courses and all session.
2. Define courses conducted by the university under different categories. Those are Under-Paramedical, Professional, diploma courses and certificate course.
3. Define course structure or scheme of examination for each of the courses under all the categories, as per concerned Apex bodies.
4. Define papers included under each of the courses.
5. Enter details of the papers such as its nomenclature, paper type like Theory or Practical etc.
6. Enter the marks details for each paper type which includes max, min marks for passing etc.
7. Define passing, gracing and exemption logic for each course separately. This shall also include various checks such as even and odd semester passing criteria for some of the courses, sports and grace marks etc.
8. Validation of student's eligibility for taking a particular course.
9. Enter the details of all the colleges/Institutions affiliated to Bihar University of Health Sciences, Patna.
10. Link the courses conducted by individual college.

Any changes in the above listed events should be updated in the system by administrator or primary user of a particular section in the following cases.

1. Modification of existing course by introducing new subject / syllabus / paper. The administrator should be able to attach the new course structure to an existing course conducted by Bihar University of Health Sciences, Patna as per the norms of concern APEX Body keeping the old structure as valid and its applicability.
2. Multiple course structure attached to the same programme.
3. Changes in the pattern or duration of programme.

Changes in the Course structure shall result into defining new course structure for existing students. The list of events in this case can be listed as below.

1. Provision should be kept in the system wherein a student having backlogs of an old course structure can appear for the exams combining papers from both new and old course structure. In short, the system should be flexible enough to define a course structure for any student based on multiple valid course structures.
2. Flexibility should be provided to allow students to have inter-disciplinary subjects of any valid courses.

4. Examination Management

Set Pre-Conduct Procedure of examination. Check login credentials of Examination Section if OK allows access to system. Steps to set the process are:

1. Selecting the panel of examiners as per ordinance from master panel.
2. Appointment of chief conductor/ Invigilator for the examination center.
3. Appointment of examiners including reserve examiner.
4. Design exam form.
5. Select examiners for paper setting, assessment, evaluation, revaluation, dissertation, practical etc. separately.
6. Online submission of examination form / capture of examination details of the student along with fees collection.
7. Generate seat numbers & hall tickets, student register & other related reports.
8. Preparation of remuneration bill of the paper-setter's & examiners.

Set Conduct procedure of examination. Check login credential of examination section if OK allows access to system. Steps to set the processes are:

1. Exams conducted at various centers.
2. Generate code numbers & Mark Input forms.
3. Answer books along with attendance sheet & other details received by university.
4. Transfer code numbers on answer books.
5. Student's exam attendance along with answer sheet numbers is updated in the system.
6. Answer sheets along with marks input forms are assigned for checking to various evaluators/faculty members in centralized mode or across colleges.
7. Receipt of Mark Input forms from respective examiner.
8. Examiner would enter the marks on the system and automatically consolidation can happen in the system.
9. Provision to enter the marks in a consolidated way or question wise in the system.
10. Provision of double entry of marks / scanning in the system.
11. Keep provisions for multiple evaluations (also section wise).
12. Record the cases reported on unfair means.

Set Post-Conduct procedure of examination. Check login credentials of examination section if OK allows access to system. Steps to set the process are:

1. Enter the marks from mark input form into the system.
2. Allocation of entitlement marks.
3. Process the result as per the regulation of concerned Apex Body. System should

run the grading (if permissible) and logic engine implicitly to process the results.

4. The result format changes from course to course. System Administrator should be able to design/modify the format as and when required.
5. Prepare and print result register/TR, marks card, passing certificates etc.
6. Provision for revaluation and verification.
7. Payment of remuneration to the examiners.
8. Print Provisional degree certificates as per the request.
9. Statistical record to be maintained.
10. List of ranker / topper and awarding for scholarships / medal as per the endowments
11. Publication of Result on Website.
12. Mailing of result to the students.

5. **Teacher's Information Module**

13. Personal details of the teacher (i.e. Academic qualifications etc.)
14. Subject expertise details.
15. Eligibility for paper setter / evaluation etc.
16. Any other details as per the requirements.
17. Generating profile report of teachers for achievements, projects and research done by the teacher and internships and work experience of the teacher.

6. **Student Self Service Portal**

1. Access through student ID & password.
2. Updating of personal information (Residential address, contact, email details)
3. Inbox facility
4. Examination notification and time table
5. Hall ticket information and hall ticket printing facility available on the portal
6. View examination result and related analysis
7. Convocation notification
8. Request for duplicate documents
9. News on University Sports/ Other activities

7. Scanning & Digital Evaluation System

The bidder shall provide 50 or more top head scanners with duly trained manpower on short notice for providing services of on-screen evaluation of answer books. Proper verification must be done prior to deployment of manpower to ensure confidentiality and sanctity of evaluation work. University must be informed deployment of manpower. Bidders should ensure appropriate backup of scanners along with other instruments during the scanning process.

- 1) The service provider shall locate the server at the pre-decided location. It shall be up and running 24X7 during the project tenure. Uptime for the server guaranteed shall be above 99.99 %, measured monthly or for the project duration, whichever is less.
- 2) The on-screen evaluation of the answer book system shall be made available 24 X 7 during the scheduled period of evaluation of answer books. There shall also be remote access of the server to the Bihar University of Health Sciences, Patna -authorized officials for monitoring the on-screen evaluation process.
- 3) The service provider shall train the examiners and moderators appointed by the Bihar University of Health Sciences, Patna as and when required.
- 4) Hard copies of answer books can be kept only in the scanning room and the service provider shall hand over the same to the examination section after scanning.
- 5) The scanned digital copy of the raw answer books shall be uploaded into the main server procured by the service provider directly from the scanning center only.
- 6) Digital copies of the scanned answer books shall not be allowed to be taken outside the scanning center in a hard copy or in a laptop or in any physical storage device. The service provider shall have to upload copies of answer books in an encrypted form right from the scanning center to the primary server.
- 7) The service provider shall enable access to the servers for the examiners and moderators both from their office as well as from the evaluation center based on their roles and rights defined by the University in writing.
- 8) The software shall have the capacity for the examiners and moderators to raise exceptions irrespective of their locations.
- 9) The software shall have annotation capacities like tick marks and cross marks apart from other tools like protractors/scales required for evaluation.
- 10) Individual marks awarded for each question shall appear before the tick mark i.e., marks awarded by the evaluators against each question shall appear individually in the answer book. All annotations shall come out cleanly if the University chooses to print an evaluated answer book for any reason after the declaration of results.
- 11) The service provider shall provide the marks of each candidate in a table format that is mutually agreed upon by the University and the service provider at the project stage. The qp-wise marks shall be released within two days from the date of completion of the evaluation of the last answer book by the evaluators.
- 12) The data and other credentials with proper documentation should be handed over to the University for future access
- 13) The entire evaluation activity along with data and audit logs shall be kept safe and transferred to the University data center after the completion of entire evaluation work. The data that supported the evaluation can be deleted by the service provider server only after explicit confirmation from the University in writing.
- 14) The system shall provide convenience to examiners and moderators such that they can

perform an on-screen evaluation of answer books from any authorized Evaluation Center of the University with his/her username and password. Audit logs shall capture the location of evaluation for every answer book.

- 15) If manpower for scanning is outsourced, then such personnel entry, exit timings and purpose of all personnel from the vendor should be entered in the register provided by the security.
- 16) All the manpower involved in the scanning work should be engaged by the service provider and the detail of manpower involved in the scanning work must be share with University. Entry and exit timings should be entered in the register provided by the security.
- 17) Secrecy of the Answer scripts will be the responsibility of the service provider.
- 18) Adequate number of evaluators of every subject for the purpose of evaluation will be nominated and paid by the BIHAR UNIVERSITY OF HEALTH SCIENCES, Patna and bidder needn't include any such costs in their pricing.
- 19) University shall provide the service provider sufficient space for scanning purpose along with the basic facilities (viz table, chairs etc) which should be secured by the university.
- 20) Uninterrupted power supply with sufficient no. of UPS and generators, basic electrical fixtures, Hardware (viz computers with keyboard and mouse), Internet connectivity (along with the required bandwidth) and LAN connectivity for setting up the scanning facility will be provided by Selected Service Provider.

8. Results Processing

After Evaluation, the result shall be processed by the bidder as per regulations of different bodies. They prepare and publish the TR of examination on EMS portal and also provide same TR in hard copy (A3 size) paper.

9. Mark sheet and Degree/ Certificate Supply and Printing

Certificates are to be printed on A4 Size, in muti colours at least 120 GSM (for Mark sheet) and 200 GSM (for Degree Certificate) has long life, is tear resistant, water proof, static dissipative, high fold endurance, chemical resistance and able to print using a High speed laser printer.

SECTION V

TERMS AND CONDITIONS

1. Tenderers are advised to study all the technical and commercial aspects, instructions, forms, terms and specifications carefully in the tender document. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the tenderer's risk and may result in the rejection of the bid.
2. The tenderers should give their quote in Indian currency only.
3. The tender is “Two Bid” document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD) and Tender Fee. The Technical Bid must be submitted in a seal envelope clearly mention Bid no. (Tender Notice No.....) and “Technical Bid” on the front of envelope. The financial bid must be submitted in prescribed format in a separate seal envelope clearly mention Bid no. (Tender Notice No.....) and “Financial Bid” on the front of envelope. Further both sealed Technical Bid Envelope and Financial Bid envelope kept in a sealed envelope together and clearly mention Bid no., (Tender Notice No.....) & Bid For-
“Online Admission and Registration, Pre & Post Examination Work, Digital Scanning, e-Evaluation and Result Processing and Printing Works for Diploma and Certificate Courses.”
4. All Bid must be received to the “THE REGISTRAR, BIHAR UNIVERSITY OF HEALTH SCIENCES, 2nd Floor Examination Block (Aryabhatta University Campus), Mithapur, Patna-800001” by Speed post or by Registered Post on/before the last date/ time of submission of tenders.
5. In case, any bidder encloses the financial bid in technical bid, the same shall be rejected summarily.
6. Before submission of bids, bidders must ensure that self-attested scanned copies of all the necessary documents asked in this tender document have been submitting with the bid, failing which their bids may be out-richtly rejected and will not be considered.
7. It is mandatory for all the bidders to submit all the documents mentioned under the tender document along with dully filled Technical Format-1 &2, Financial Format and with all

Annexure.

8. The conditional bids shall not be considered and may be rejected out rightly in very first instance.
9. Financial bids will be opened to only those bidders who qualify in the technical bid through tendering process.
10. The tenderer should submit a scanned copy of documentary proof of his/her eligibility as mentioned in this tender document.
11. The Bids submitted by the bidders should be valid for a minimum period of 3 months from the date of opening of tender. Initially, the order will be for one year which may be extended on yearly basis subject to the satisfactory performance.
12. Project tenure is for 1 year. An extension of 2+2 years (Firstly for Two years and then for 2 years) might be permitted subject to performance evaluation. The extension is at the sole discretion of the University.
13. The successful bidder shall sign an agreement within 30 days from the issue of the work order. The work order shall be issued to the selected bidder and the agreement will be signed on the Non- Judicial stamp papers of Rs. 1000/- only, after signing of the agreement with the selected bidder.
14. All of the above Clauses and information provided shall subject to a AUDIT and Validation by BIHAR UNIVERSITY OF HEALTH SCIENCES, Patna at any point of time , before , during or after the Bidding Process, if at all any information or feedback is found to be wrong or malafide, BIHAR UNIVERSITY OF HEALTH SCIENCES, Patna RESERVES the Right to REJECT the BID without assigning any reason whatsoever and the Bidder will have No Right to Claim any damages of any Nature.
15. Detailed technical evaluation shall be carried out pursuant to technical specifications and other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and conditions of the tender without any material deviation.
16. Incomplete tenders and tender not conforming to any or all the above terms and conditions will be rejected.

17. Canvassing in any form in connection with tender is strictly prohibited and will disqualify the bidder.
18. Bihar University of Health Sciences, Patna reserves the right to accept or reject any or all tenders without assigning any reason.
19. **Non-Disclosure/ Confidentiality Agreement:** The selected vendor would have to enter Non- disclosure Agreement with the University for the processes of the University which are part of the Examination process.
20. The bidder shall be the single point of contact with Bihar University of Health Sciences, Patna and shall be solely responsible for the execution and delivery of work without subletting or engaging in sub-contracting of the core examination-related activity.
21. The contract shall be on “End to End outsource basis” and the bidder should have all relevant facilities and logistics available to execute the work.
22. The Bidder must have own IT team. Confidential printing works must be printed at press confidentially with utmost secrecy and delivered smoothly at university.
23. Bidder should be OEM and own the complete source code of the Software/Web Application that is used for the Online Admission, Registration, Pre & Post Examination Work, Digital Scanning and e-Evaluation, Result Processing and Confidential Printing Works.
24. Bidder should have all the necessary components and dependencies of source code of Software/Web Application in place so that any change required in any of the components of the software, and technical skill should be available to make necessary changes. The major/minor changes in software required by Bihar University of Health Sciences, Patna must be met immediately.
25. Software/Web Application code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
26. A technical compliance chart of the quoted product mentioning the technical specifications of quoted product versus asked specifications is compulsory. Attach the compliance chart with the technical bid.
27. The bidder should participate as a single entity. Consortium is allowed with maximum two constituent member company/firm. At least one of them should be ROC registration. If the proprietary member is part of consortium, it should have at least 20 years of existence in India.
28. The bidder should have all relevant facilities and logistics available to execute the work.

Appropriate technology, hardware and software, dedicated connectivity, trained remote proctoring staff, and adequate security measures with due diligence should be available.

29. The agency should have an in-house quality assurance and product testing team with proven and robust quality management processes required for conducting the remote proctored computer-based online examination.

30. Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, the Bihar University of Health Sciences, Patna may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bihar University of Health Sciences, Patna, at its discretion, may extend the deadline for the submission of bids.

31. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Bihar University of Health Sciences, Patna, shall be written in the English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language in which case, for purposes of interpretation of the Bid, the translation shall govern.

32. Period of Validity of Bids

Bids shall remain valid for 90 days after the deadline for submission of bids prescribed by Bihar University of Health Sciences. A bid valid for a shorter period shall be rejected by Bihar University of Health Sciences, Patna as non-responsive.

33. Opening of Bids by the Bihar University of Health Sciences, Patna

The Bihar University of Health Sciences, Patna will open all bids in the office of Examination Controller, Bihar University of Health Sciences, Patna, Bihar

34. Payment

Payment for Goods and Services shall be made in Indian Rupees only.

100% Payment for each work would be made on running basis based on the actual work completion of each activity as mentioned in the financial bid.

35. Cost of Tender

The bidders shall bear all costs associated with the preparation and submission of its Bid, including the cost of presentation for the purpose of clarification of the bid, if so desired by the Bihar University of Health Sciences, Patna and the Bihar University of Health Sciences, Patna will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering Process.

36. One Bid per Bidder: -

Each bidder shall submit **only one tender** either by himself or as a partner in the firm. If a bidder or if any of the partners in a firm participate in more than one bid, such bid or bids are liable to be rejected.

37. **Penalty Cause**

In case of failure/delay in delivering services a penalty of 2% of the total bid amount will be charged. More than five Failures/delays in delivering services will result in termination of the contract.

38. **Termination of contract:**

If the performance of the vendor is not satisfactory in executing the project, then the same will be informed in writing by Bihar University of Health Sciences, Patna as a warning letter and if in spite of the issue of the warning letter the performance does not prove to the satisfactorily level as per the expectation of Bihar University of Health Sciences, Patna within a fortnight then second warning letter will be issued. If after the issue of the second warning letter also performance doesn't satisfy Bihar University of Health Sciences, Patna expectations, then Institute reserves the right to terminate the contract prematurely by giving one-month notice in writing without assigning any further reason whatsoever. After the contract comes null and void the amount deemed payable to the vendor (if any) will sine die without any further payment? No further claim from the vendor will be entertained. The decision of the competent authority of Bihar University of Health Sciences, Patna regarding determining the performance will be final.

39. **Force Majeure:**

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics/pandemic; Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes; Terrorist attacks, public unrest in work area Restriction, Freight Embargo; provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Institute shall not be liable for delay in performing his/her obligations resulting from any Force Majeure causes as referred to and/or defined above.

40. **Format and signing of bid: -**

1. The bidder shall submit hard copy of the tender document and addenda, if any, thereto, with each page of this document signed and stamped to confirm the acceptance of the terms and conditions of the tender.
2. The documents comprising the bid shall be typed and all pages of the bid shall be signed by a person duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid.
3. The bid shall contain no alterations, omission or additions except those to comply with instructions issued by the department or are necessary to correct errors made by the

bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.

41. All provision pertaining to “The Bihar Finance (Amendment) Rules, 2005” shall be applicable for this tender.

42. **Disqualification**

The Selection Committee may disqualify bids on account of, but not limited to, the following reasons:

- If received after the last date and time.
- University reserves the right to accept or reject all or any of the tenders without assigning any reason.
- Buyer reserves the right to select certain items (in single or multiple units) and reject the other mentioned in the tender document without assigning any reasons whatsoever. Buyer also reserves the right to revise or modify or cancel the specifications of the items.
- Acceptance of the bid shall be communicated through email/speed post /Registered Post to the successful bidders. The decision of the Selection Committee in the matter of disqualification shall be final and no further correspondence shall be entertained from the disqualified bidders.

Jurisdiction of Court:

The courts at Patna shall have the exclusive jurisdiction to try all disputes, if any arising out of this agreement between the parties.

All the terms and conditions of this tender document are acceptable to me /us.

Signature of Bidder with seal

SECTION VI

ANNEXURE- I

TECHNICAL FORMAT 1

(To be furnished on the letterhead of the Bidder)

S. No	Organizational Contact Details	
1.	Name of Organization & Type	
2.	Year of establishment	
3.	Number of employees	
4.	Main areas of business	
5.	Type of Organization -Proprietorship Firm/ Trust / Company registered under the Indian Companies Act, 2013 / 1956/Consortium	
6.	Particulars of registration with various Govt. Bodies/ Tax Authorities a. Registration no b. Place of Registration c. Date of Validity	
7.	Address of registered office with telephone no. & E-mail	
8.	Authorized Contact Person with telephone no. & E-mail ID	
9.	Tender fee Rs. 5000/- DD No: Transaction Date: Bank Details	
10.	EMD of Rs.2,00,000/- DD No: Transaction Date: Bank Details (in case of exemption, must submit MSME certificate)	
11.	Any other information considered necessary but not included above	
12.	The bidder should provide data center and data recovery services.	

Signature of the Bidder
Full Name

TECHNICAL FORMAT 2

ANNEXURE- II

TECHNICAL PARTICULARS & ELIGIBILITY COMPLIENCE

Sr. No.	Pre-Qualifying Criteria	Supporting Compliance Document	Compliance (Yes/No)
1.	The firm/organization should be registered under the Indian Company Act 1956. and More than 05 years of existence in India.	Copy of Certificate/ROC/MOA and AOA to submit (Mention here the existing period in India)	Yes/No
2.	Bidder should have a turnover of at least Rs. 200 Lakh on average of last three Financial Years respectively. Financial Years can be 2021-22 ,2022-23 & 2023-24. In case of consortium the combined average combined turnover of consortium partners should not be less than 4 crores for Financial Years 2021-22 ,2022-23 & 2023-24.	Audited copies of the Financial Statement shall be submitted as proof. (Mention here turnover)	Yes/No
3.	The agency should be certified for compliance with established Information Security Standards such as ISO27001/ISO 9001 and CMMI Level- 3/5	Duly signed copy of ISO 27001/ISO 9001, CMMI Level- 3/5	Yes/No
4.	Bidder must have minimum 2 years' experience in Online Admission and Registration, Pre & Post Examination Work, Digital Scanning and E-Evaluation and Result Processing work or in UMIS services for any state/central/ Private university or Any central/State/Cooperative organization in last three years.	Work Order / Performance Satisfactory Certificate to be submitted	Yes/No
5.	The bidder should have experience of OMR Scanning of more than 1 lac students in last 3 years and minimum of 70000 OMR answer sheet in a single shift held in a single day.	Certificate/Letters/MOU/Relevant documents to be enclosed.	Yes/No
6.	Bidder to submit non- blacklisting certificate and Affidavit regarding that there are no ongoing criminal case/vigilance enquiry/labor disputes against the firm/Partners/Proprietor/Society/Director of the Company and he/she has never been convicted or punished by Hon'ble court of law has been submitted	Certificate/undertaking/ Affidavit as supporting documents to be enclosed in Annexure-A	Yes/No
7.	Bidder should have a Local office in Bihar.	Undertaking should be submitted.	Yes/No
8.	The Bidder should provide a server (Cloud/Physical) and have data recovery services	Certificate/ supporting documents to be enclosed.	Yes/No

Place: -

Signature of Bidder

TECHNICAL FORMAT 3

ANNEXURE- III

Evaluation of the Tender:

Evaluation under Quality Cum Cost Based Selection-QCBS shall be carried out by following criteria given hereunder;

S.No.	Particulars	Max. Marks	Marks Scored	Remarks if any
1	2	3	4	5
1.	Bidder must have minimum 2 years' experience in Online Admission and Registration, Pre & Post Examination Work, Digital Scanning and E-Evaluation and Result Processing work or in UMIS services for any state/central/Private university or Any central/State/Cooperative organization in last three years.	1-2 work order	10	Supporting documents as work order and other relevant documents are to be enclosed
		3-5 work order	20	
		more than 5 work order	30	
2.	Turnover of the Bidder during each of the last 3 financial years	between Rs. 2-4 crore	10	Supporting documents are to be enclosed
		More than 4 crores	20	
3.	Demonstration of the proposed works	50		PPT, Brief document of Implementation plan and online/onsite Demonstration of proposed work/ related software and Presentation of sample of Printing work.
Total		100		

Note: A technical proposal should score at least 60 points out of 100 to be considered for financial evaluation. Financial offers of Agencies whose technical proposal score is less than 60 points may not be opened.

Before opening of financial bids of those successful bidders in the technical evaluation their marks obtained shall be made public before them or their authorized representatives.

FINANCIAL BID

Financial (Price) Bid for **Online Admission and Registration, Pre & Post Examination Work, Digital Scanning, e-Evaluation, Result Processing Works and Printing work of Bihar University of Health Sciences, Patna.**

The Format for Financial Bid is attached as Annexure.

Sl.No.	Pricing Components	Rate(INR)
1.	Admission and Registration Management Software, Pre & Post Examination Work, Digital evaluation and scanning of answer script and Printing work As per Scope of Work (Approx Number of student/ Year- 40000)	Rs..../- Per Student/Exam

Note:

1. Rates to be quoted inclusive of all applicable taxes.
2. Billing shall be made on the actual rates quoted.
3. Rate should be quoted in Indian Rupees only inclusive of all Taxes.
4. The price should be quoted for a period of 1+2+2 years

Date:-

Place: -

Signature

Name and Address of the Bidder with Seal

Financial bid shall be given scoring as below:

The bidder who has quoted the lowest price will be assigned a score of 100 in the financial bid. The other bidders will be allotted score relative to the score of bidders with the lowest quote as below:

$$F_s=100*F_l/F$$

Where:

F_s = The financial score of the Financial Proposal being evaluated

F_l = The price of lowest priced Financial Proposal

F = The quoted price of Financial Proposal under consideration

(B) Combined evaluation

The score of technical proposal including presentation would be given 70% weightage, and the financial proposal would be given 30% weightage. The weighted combined score of the Technical bid including presentation (T_s), and Financial proposals (F_s) shall be used to rank the bidders on the basis of formula given as below:

$$\text{Combined Score} = 70\% * T_s + 30\% * F_s$$

The first ranked i.e. the highest scoring bidder is eligible for appointment.

Important Point

(A) Disqualification

The Selection Committee may disqualify bids on account of, but not limited to, the following reasons:

- If received after the last date and time.
- University reserves the right to accept or reject all or any of the tenders without assigning any reason.
- University reserves the right to select certain items (in single or multiple units) and reject the other mentioned in the tender document without assigning any reasons whatsoever. University also reserves the right to revise or modify or cancel the specifications of the items

Acceptance of the bid shall be communicated through email/speed post to the successful bidders. The decision of the Selection Committee in the matter of disqualification shall be final and no further correspondence shall be entertained from the disqualified bidders.

SECTION- VII

ANNEXURE- A

**AFFIDAVIT REGARDING CLEAN TRACK OF BIDDER
(ON A STAMP PAPER OF RS. 1000/-)**

Registrar,
Bihar University of Health Sciences,
Mithapur, Patna, Bihar- 800001

Dear Sir

RE: Tender Enquiry Number..... Services at Bihar University of Health Sciences, Patna, Bihar
dated For Providing

I / We have carefully gone through the Terms and Conditions contained in the above Referred Tender Document. I/We hereby declare that my Company/Firm is neither currently nor on any previous occasion has not been blacklisted/ debarred and no legal cases are pending before any of the Central/State Departments /Institutions /Local Bodies/Municipalities/ PSU /Public Sector Banks/Public Limited Company/ Autonomous bodies.

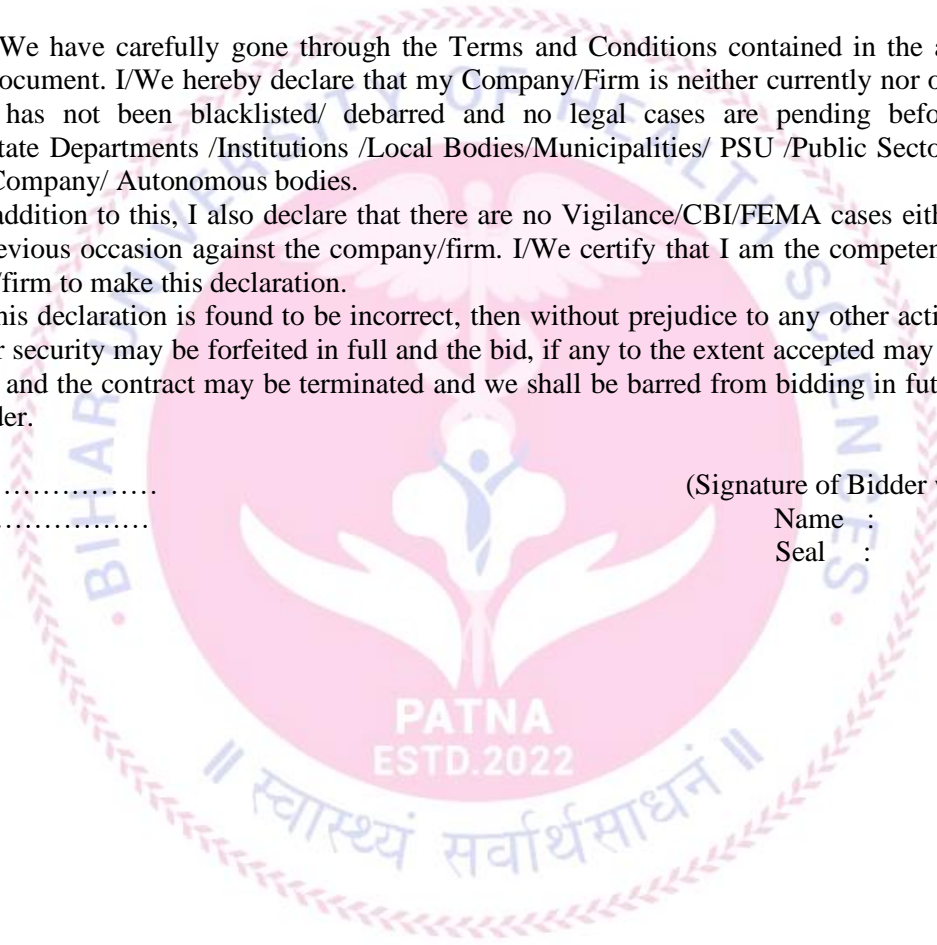
In addition to this, I also declare that there are no Vigilance/CBI/FEMA cases either currently or in any previous occasion against the company/firm. I/We certify that I am the competent officer in my company/firm to make this declaration.

If this declaration is found to be incorrect, then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be barred from bidding in future against any other tender.

Place: -
Date: -
Address:

(Signature of Bidder with seal)

Name :
Seal :



FINANCIAL INFORMATION

- i. Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant, as submitted by the bidder to the Income-Tax Department (copies to be attached).

S. No.	Details	FINANCIAL YEARS		
		(1) 2021-22	(2) 2022-23	(3) 2023-24
i)	Gross annual turnover of similar works			
ii)	Profit/Loss			
iii)	Financial Position: a) Cash b) Current Assets c) Current Liabilities d) Working Capital (b-c) e) Current Ratio: Current Assets/Current Liabilities (b/c)			

- ii. Up to date Income Tax Clearance Certificate.
iii. Financial arrangements for carrying out the proposed work.

Note: Attach additional sheets, if necessary.

Signature of CA (with Stamp)

Name

(Signature of Bidder with Seal)

DETAILS OF SIMILAR WORK EXPERIENCE

S.No.	Name of work/ project and location	Name of sponsoring organisation/ owner	Date of commencement as per contract	Actual Date of completion	Any Litigation/ Arbitration pending (Y/N)	Name, Email and Phone Number of officer with whom reference check can be made	Remarks (if any)
1	2	3	4	5	6	7	8

(Signature of Bidder)



Details about Bank Account of the firm

Name of the firm: M/s _____

S. No.	Particulars	Detail
1.	Account No.	_____
2.	Name of Bank	_____
3.	Branch Name	_____
4.	IFSC Code of Bank	_____
5.	Name of Operator	_____

Dated:-_____.

Place:-_____.

Signature (With Seal)_____

Name:-_____

Address:-_____

Contact No:-_____

E-mail id:-_____

TENDER/CONDITIONS ACCEPTANCE LETTER

Date:.....

To

The Registrar
BIHAR UNIVERSITY OF HEALTH SCIENCES, PATNA

Subject: Acceptance of Terms & Conditions of Tender

Dear Sir,

1. I/ We have downloaded the tender document(s) for the above mentioned 'Tender/Work' from the designated website.
2. I / We hereby certify that I / we have read entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s) etc), which form part of the contract agreement and I / we shall abide hereby the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) /corrigendum(s) in its totality / entirely.
5. In case any provisions of this tender are found violated, your organization shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/right against organization in satisfaction of this condition.

Yours Faithfully,

Signature: -

Name: -

Address: -

Contact No: -

**Format of undertaking by Bidders towards setup of office in Bihar
(To be typed on the letter head of the bidder)**

Ref. No. _____

Date _____

Sub: Undertaking of setup of a local office in Bihar

Ref: Your tender No. _____ Dated _____

To,
Registrar,
Bihar University of Health Sciences,
Mithapur, Patna, Bihar – 800001

Sir,

With reference to our quotation against your above-referred tender, we hereby undertake that we will setup a local office in Bihar within 15 days from the date of award of the contract.

Yours faithfully,
For (type name of the firm here)

Signature of Authorised Signatory

Name :

Designation :

Phone No.

Place :

Date :

